

# CULTURAL AWARENESS

*This module will help you lay the groundwork for living and working in Ireland. You'll gain cultural awareness, knowledge, and skills that allow you to be successful in your new home.*

**Welcome to Ireland.**

**Welcome to The iNUA Hospitality Group.**

# IRELAND

The island of Ireland covers an area of 84,430sq Km (32, 598 miles). Lying in the Atlantic Ocean to the northwest of mainland Europe, it is separated from Great Britain by the Irish Sea. The Republic of Ireland takes up to 85% (26 of the 32 counties) of the island with a population of 5.01 million people. The capital of Ireland is Dublin.



Northern Ireland (originally governed by the United Kingdom) is now governed by a new legislative body, which gives its 1.8 million inhabitants an element of independence, which they have not had before.

The two states are different entities all together, despite one being called “Northern Ireland”, it doesn’t make it a northern region of the Republic of Ireland.

For simplicity reasons, in this document, we will refer to the Republic of Ireland as just Ireland.

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# THE BASICS

CLIMATE | TIME | IRISH CULTURE | OFFICIAL LANGUAGE | CURRENCY



# CLIMATE

The climate of Ireland is like that of other islands. Because of the moderating influence of prevailing warm, moist winds from the Atlantic Ocean, the mean winter temperature ranges from 4.4° to 7.2°C (40° to 45°F), approximately 14°C (25°F) higher than that of any other place in the same latitude in the interior of Europe or on the eastern coast of North America.

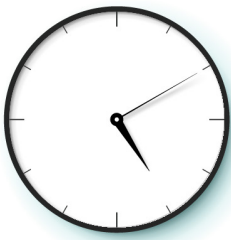
The oceanic influence is also pronounced in the summer; the mean summer temperature of Ireland ranges from 15° to 16.7°C (59° to 62° F), about 4°C (7° F) lower than that of other places in the same latitudes. Rainfall averages 1016 mm (20 in) annually.



# TIME ZONE

The island of Ireland is in the same time zone as Great Britain (GMT), i.e. five hours ahead of New York and Toronto, one hour behind Germany and France and ten hours behind Sydney.

In both the North and the Republic of Ireland, clocks go forward one hour for summer time (daylight savings time) on the last Sunday in March and back on the last Sunday in October.



NEW YORK



IRELAND



GERMANY



SYDNEY

## IRISH CULTURE

The common perception of Irish people is that of friendliness, fun and humour and these attributes are prevalent up and down the country.

### SENSE OF HUMOUR

The Irish sense of humour is dry and quick-witted and should not be taken literally. This is portrayed in the good natured “rivalry” between Dubliners (“Dubs”) and non – Dubliners (“Culchies”, referring to the once agriculturally-dominated base of areas outside Dublin).

Residents of Cork (referring to themselves as ‘Corkonians’) affectionately call Cork “The Real Capital” instead of Dublin and take great pride in their County.

### SOCIAL & COMMUNITY LIFE

Much of the social and community life in Ireland is centred around the traditional local pub.

However recent years have introduced a more international range of bars, restaurants, and eateries, particularly in Dublin giving the city a cosmopolitan feel and look.

# THE OFFICAL LANGUAGE

English and Irish (Gaeilge) are the official languages in the Republic of Ireland. You can still find Gaeltacht (Irish-speaking) areas predominantly along the west coast, where Irish is widely spoken.

You might notice on your arrival at the airport, the following Gaelic sentence:

***“Céad Míle Fáilte”***  
(A hundred thousand welcomes)

In fact, the English and Gaelic signs are everywhere. Just look out for it, you will not miss them.

Upon arrival, you will start to hear some words and expressions that will confuse you. Do not worry about it, they are all part of the Irish hospitality tradition. Here are some for you to start to practice:

Alrigh’	Hello
Are ya headin’	Are you leaving now?
Hold yer horses	Hold on a minute
Fair play	Well done
Good man	Thanks
Nice one	Thanks
Grand	Great
Gaff	House, home



# CURRENCY



The unit of currency in Ireland is the Euro.

Rounding was introduced for cash transactions in Ireland in 2015. Rounding means that the total amount of a bill will be rounded up or down to the nearest 5 cent. Rounding aims to reduce the need for 1 and 2 cent coins which cost more to produce than they are worth. However, 1 and 2 cent coins will continue to be legal tender.

# ORIENTATION

PPS NUMBER | REGISTERING YOUR EMPLOYMENT | TAX

# PPS NUMBER

Your Personal Public Service Number (PPSN) is a unique reference number that is needed for all dealings with public service agencies, including Revenue.

You should try and obtain one as soon as you are offered a position to work in Ireland. You can do so online:

<https://www.gov.ie/en/service/12e6de-get-a-personal-public-service-pps-number/>

## REGISTERING YOUR EMPLOYMENT

You can register your employment by making an account with Revenue through MyAccount here:

<https://www.ros.ie/myaccount-web/register.html?execution=e2s1>

As soon as you gain full access to your account, select the following option: “add job or pension” and enter the company VAT registration number that has been provided to you.

The screenshot displays the Revenue myAccount website interface. At the top, the Revenue logo and 'myAccount' header are visible, along with navigation links for 'My Documents', 'My Profile', and 'My Enquiries'. The main content area is divided into four service categories: 'PAYE Services' (highlighted in blue), 'Property Services' (highlighted in orange), 'Vehicle Services' (highlighted in green), and 'Payments/Repayments' (highlighted in light blue). The 'PAYE Services' section includes links for 'Manage your tax 2018', 'Review your tax 2014-2017', and 'Add Job or Pension' (which is circled in orange). The 'Property Services' section includes links for 'Help To Buy', 'LPT Valuation Guide', and 'Claim Mortgage Interest Relief'. The 'Vehicle Services' section includes links for 'Drivers & Passengers with Disabilities' and 'VRT Certificate of Conformity'. The 'Payments/Repayments' section includes links for 'Make a Payment', 'View Payments History', and 'eRepayments'.

# WHAT CAN HAPPEN IF YOU DON'T REGISTER?

If your new employer does not receive the information, they are obliged by Revenue to deduct very high taxes (emergency taxes) from you. This will happen until you register, and Revenue receives this information.

Everything is done electronically, and the hotel has no control over it.

In case you pay higher taxes, once everything is correct between you and Revenue, you will receive the excess tax back.

## TAX

Tax is calculated on the gross pay (after deduction of Pension contributions and permanent health contributions where relevant).

	2016 and 2017		2018		2019, 2020 and 2021	
	20%	40%	20%	40%	20%	40%
Single person	€33,800	Balance	€34,550	Balance	€35,300	Balance
Married couple/civil partners, one income	€42,800	Balance	€43,550	Balance	€44,300	Balance
Married couple/civil partners, two incomes	Up to €67,600 (increase limited to the amount of the second income - see example below)	Balance	Up to €69,100 (increase limited to the amount of the second income - see example below)	Balance	Up to €70,600 (increase limited to the amount of the second income - see example below)	Balance
One parent family	€37,800	Balance	€38,550	Balance	€39,300	Balance

A great website for you to calculate your taxes is:

<https://salaryaftertax.com/ie/salary-calculator>

# SERVICES

BANKS | POST OFFICE | MOBILE PHONES | RENTING |  
IRISH TRAVEL | EMERGENCY | EMBASSIES



# BANKS

As a result of legislation to control the laundering of proceeds from illegal activities, bank officials responsible for opening bank accounts are legally obliged to ask you for two forms of identification and proof of address. In addition, you will often be asked for your passport.



## BANKING OPTIONS

**Bring two forms of ID, proof of address and your passport.**

### IRISH BANKING OPTIONS

Your Irish banking options are the Bank of Ireland, the Allied Irish Bank (AIB), the Ulster Bank, Permanent TSB Bank and KBC Bank.

To open a bank account, you will require a valid passport or driver's license and a recent utility bill (gas, phone) You may also have to submit a letter from your employer.

### LINKS

#### AIB BANK

[www.aib.ie](http://www.aib.ie)

#### BANK OF IRELAND

[www.bankofireland.com](http://www.bankofireland.com)

#### PERMANENT TSB

[www.permanenttsb.ie](http://www.permanenttsb.ie)

#### MONEY JAR

<https://moneyjar.ie/>

**Use Code: 43556**

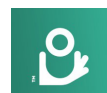
### ADDRESS CHANGE?

If you need to change your address:

Send written instructions including account number and new address. Sign the letter.

You can also call into your local branch and speak with the staff. There are multiple branches of each bank in Cork, the ones listed below are all in the City Centre which is close to the Hotel.

Money Jar is an online, Irish banking service. You can set up an account from an app on your phone. This is a good option if you want to set up an account that will be recognized by your employer before you arrive in Ireland.



## BANKS CONTINUED

Banks are closed on weekends and public holidays. Most banks are however fitted with automatic teller machines (ATM), which provide many services other than just cash withdrawal, such as paying a bill and topping up cards for mobile phones.

# POST OFFICES

## “AN POST”

Most post offices in the republic are open from 9am to 5.30pm during the week and from 9am to around 1pm on Saturdays. Post Offices are indicated by the predominantly green sign with the words “An Post” (Irish for “post”).

The Post Office also provides limited financial services. Though it is improving all the time, the postal service is still quite slow – allow three to four days when sending a letter to Great Britain and at least six days for the United States.

Post boxes are green in colour and have a list of the daily collection times, which may vary depending on the area from one to four times a day.



# MOBILE PHONES

## NETWORKS

The main mobile telephone networks in the Republic are Vodafone, Three, Eir. All Irish providers carry a modern and up to date service similar to other countries.

**CREDIT OR ‘PAY AS YOU GO’:** This is probably the most common form of phone contract where you prepay for your usage. There is no fixed term for this type of connection.

**BILL PAY:** This is a standard fixed term contract (usually 12months) where you pay for any usage other than that allocated to you as part of your contract agreement.

It would be prudent to shop around before selecting a network as there are often special offers and deal to be found. The best value to be had is if you join the network that you are most likely to be ringing.

# RENTING IN IRELAND

Finding the perfect pad in Cork may be testing, but if you persevere there's something to suit every taste and budget. As with everything these days, the most comprehensive lists of available accommodation are to be found online.

**The most popular sites are:**

[www.daft.ie](http://www.daft.ie)

[www.let.ie](http://www.let.ie)

[www.property.ie](http://www.property.ie)

[www.myhome.ie](http://www.myhome.ie)

When signing up to utility contracts, be sure to research intensively to find a service that meets your requirements as most agreements are for a twelve month period.

Please note that to have a TV in Ireland, you must purchase a TV license. These are available at any post office at a cost of €160 annually; however, this can be paid in instalments.

## TRAVEL IN IRELAND & BEYOND

**Most visitors to Ireland come through Dublin, either through Dublin Airport or on the ferry to Dun Laoghaire port via the main ferry routes from Wales, Scotland and France.**

There are six major ports around Ireland which are serviced daily by the modern drive-on/drive-off variety with lounges and restaurants. Crossing the Irish Sea is now faster than ever before, thanks to a new generation of high-speed ferries.

## AIRPORTS

International flights to Shannon, Belfast, Cork and Dublin.

## TRAINS

Irish Rail offers a satisfactory service for most of the large cities and towns. Going by rail is probably the fastest and most convenient way of travelling to places like Dublin, Limerick, Galway and Kerry. For more information and up to date timetables see [www.irishrail.ie](http://www.irishrail.ie)

## TRAVEL CONTINUED

# LUAS

LUAS is a Dublin city centre tram system which has become a popular mode of transport in recent years. For more information about LUAS see [www.luas.ie](http://www.luas.ie)

## BUSES



### BUS EIREANN

Bus Éireann operates a countrywide network of buses serving all cities and most of the towns. Long distance buses are about half the price of the equivalent rail journey.

For timetables and further information see [www.buseireann.ie](http://www.buseireann.ie)



### DUBLIN COACH

There are a range of private bus companies that can sometimes offer a faster and more direct service than Bus Éireann.

Please see <https://www.dublincoach.ie/> for services offered.



### AIRCOACH

Air coach offers a service from Dublin airport to Cork city centre at a wider variety of times than Bus Éireann.

Please see <https://www.aircoach.ie/> for services offered.

### LEAP CARD

If you will be taking these buses regularly TFI Leap Card offer value tickets where you can pay a weekly or monthly fee that may be more cost effective than purchasing a ticket every time you use the bus.

### MORE INFORMATION

For more information please see their website: <https://about.leapcard.ie/about/where-to-buy>

### DISCOUNTS

Discounts available if purchased via the hotel. <https://www.taxesaver.ie/Ticket-Types/>



# EMERGENCY SERVICES

The telephone for the emergency services is **999 or 112** – Ambulance, Fire Brigade and the Garda, Lifeboats, Boat and Coastal Rescue and Mountain and Cave Rescue. Ask the operator for the emergency service you require. When the emergency service answers, state the address or location at which help is needed. There is no charge for this call, whether from a public or private telephone.

## POLICE

In the Republic of Ireland, the police are known as An Garda Síochána. Violent street crime in Ireland is rare, but as in any city it is always advisable to take reasonable precautions such as not walking in certain areas alone at night.

They also supply relevant forms such as driving license and motor taxation forms.

## LOST PROPERTY

Report all lost or stolen items to the Gardai. To make an insurance claim you will need to get a copy of the police report. Most rail and bus station in the republic operate a lost property service.

**Garda Confidential Line – Free phone:**

**1800 66 61 11**



# EMBASSIES

47 - 49 St Stephen's  
Green  
Dublin 2, Ireland  
+353 1 664 5300



**AUSTRALIA**

PO Box 9999  
Dublin 6  
Ireland  
+353-1-660-4233



**NEW ZEALAND**

29 Merrion Rd,  
Ballsbridge  
Dublin 4  
+353 205 3700



**UK**

7/7 Wilton Terrace  
Dublin 2  
Tel: 269 5211



**CANADA**

42 Elgin Road  
Ballsbridge  
Dublin 4  
Tel: 668-8777



**USA**

15 Ailesbury Drive  
Ballsbridge  
Dublin 4  
Tel: 269 1546



**ARGENTINA**

2 Fitzwilliam Place  
Dublin 2  
Tel: 661 2902



**HUNGARY**

47 Ailesbury Rd  
Ballsbridge  
Dublin 4  
Tel: 203 5757



**LITHUANIA**

Embassy of the  
Republic of Poland  
5 Ailesbury Road  
Ballsbridge Dublin 4  
Tel: 283 0855



**POLAND**

Embassy of Romania  
26 Waterloo Road  
Dublin 4  
Tel: 668 1085



**ROMANIA**

Embassy of the  
Slovak Republic  
20 Clyde Road  
Ballsbridge Dublin 4  
Tel: 660 0012 or 660  
0008



**SLOVAK REPUBLIC**

Embassy of the  
Republic of Slovenia  
Morrison Chambers  
2nd Floor, 32 Nassau  
Street Dublin 2  
Tel: 670 5240



**SLOVENIA**

Block 8,  
6th Floor,  
Harcourt Centre,  
Charlotte Way,  
Dublin 2  
475 6000



**BRAZIL**

## MORE INFORMATION

FOR A FULL LIST OF EMBASSIES WITHIN  
THE REPUBLIC OF IRELAND, VISIT: [WWW.DFA.IE](http://WWW.DFA.IE)

# HEALTHCARE

As part of the benefits program, the iNUA Collection offers a contribution towards private Health Insurance. You can contact your HR Manager for more details on this.



## GENERAL PRACTITIONER

We would recommend that you search a General Practitioner (GP) in your area and register yourself with them. The GP offers services related with consultation of your health in general and has the channels to refer you to specialised services.



## GOVERNMENT FUNDED

Overall, Ireland has a comprehensive, government funded public healthcare system. In the unlikely case scenario that you need to visit a hospital in Ireland, you will be welcomed.



## MORE INFORMATION

Details on the service in general available here: <https://www.hse.ie/eng/services/find-a-service/eligibility.html>

# CALENDAR

THROUGHOUT THE YEAR



# THROUGHOUT THE YEAR

## CALENDAR

January

01



**January**

Start of the Salmon fishing season Irish Champion Hurdle, Co Dublin  
Funderland at the RDS

February

02



**February**

Dublin Film Festival  
Jameson Dublin International Film Festival  
Six Nations Rugby Tournament

March

03



**March**

Saint Patrick's Day Parade  
Adare Jazz Festival

April

04



**April**

Irish Gold Cup, Punchestown  
Irish Grand National at Fairyhouse  
The Masters Golf Tournament  
Feis Ceoil  
Pan Celtic Festival

May

05



**May**

Irish Football League Cup (Northern Ireland)  
Football Assoc. of Ireland (Republic of Ireland)  
International Rally of the Lakes (Car Rally, Killarney Lakes)  
North West 200 (Motorcycle Race), Portstewart

June

06



**June**

Irish Derby, Curragh  
Women's Mini Marathon  
Round Ireland Yacht Race (held every two years)  
Maracycle (Belfast – Dublin)  
Co Wicklow Garden Festival  
Docklands Maritime Festival

# THROUGHOUT THE YEAR

## CALENDAR CONTINUED

July

07



**July**

Irish Open Gold Championship  
Cork Week (biennial regatta)  
Galway Arts Festival  
Budweiser Irish Derby at the Curragh  
Kildangan Stud Irish Oaks at the Curragh  
Galway Race Week  
Oxygen

August

08



**August**

The Dublin Horse Show (RDS Showgrounds, Ballsbridge)  
Kilkenny Arts Week  
Rose of Tralee

September

09



**September**

All Ireland Hurling Final  
All Ireland Football Final  
Artur's Day  
Lisdoonvarna Matchmaking Festival  
Sligo Arts Festival  
Galway Oyster Festival  
National Ploughing Championship  
Culture Night

October

10



**October**

Greyhound Derby, Shelbourne Park, Dublin  
Dublin Theatre Festival  
Cork Jazz Festival  
Cork Film Festival  
Dublin Film Festival  
Dublin City Marathon

November

11



**November**

Millstreet Indoor International Show  
Jumping Event  
Belfast Festival of Queens

December

12



**December**

Pantomime Season  
Christmas Markets  
Cork on Ice

# LIFESTYLE & SOCIAL

SPORTS & LEISURE | DINING | PUBS | CLUBS | SUPERMARKETS

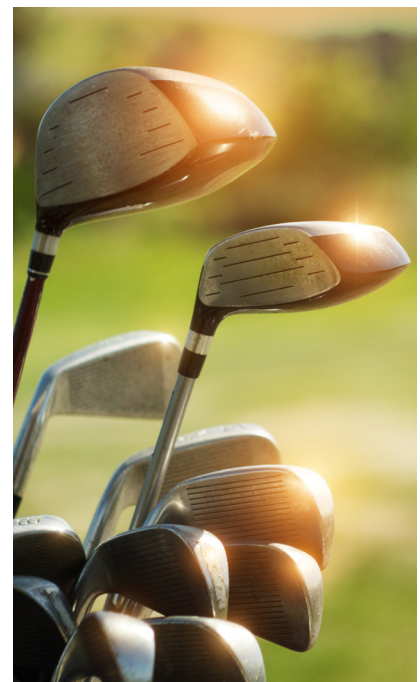
# SPORTS & LEISURE

## GAELIC GAMES

There are six different games in the family of Gaelic Games. These are Hurling, Gaelic football, Handball, Rounders, Camogie and Ladies Football.

Hurling/Camogie and Gaelic football/Ladies Football field invasion games played between teams of 15 players while Handball is played by 2 or 4 players striking a small ball against a wall. Rounders is a field game similar to baseball.

Hurling, Gaelic Football, Handball and Rounders are governed by the GAA while the Camogie Association and the Ladies Gaelic Football Association govern Camogie and Ladies Football respectively.



## RUGBY

The Aviva Stadium, formally known as Lansdowne Road is the home of Irish Rugby. Rugby was thought to have been started about 1845 at Rugby School in Rugby, Warwickshire, England although forms of football in which the ball was carried and tossed date to medieval times.

The Ireland men's national rugby union team is the representative national team in the sport of rugby union for the island of Ireland. The team represents both the Republic of Ireland and Northern Ireland. Ireland competes in the annual Six Nations Championship and in the Rugby World Cup.

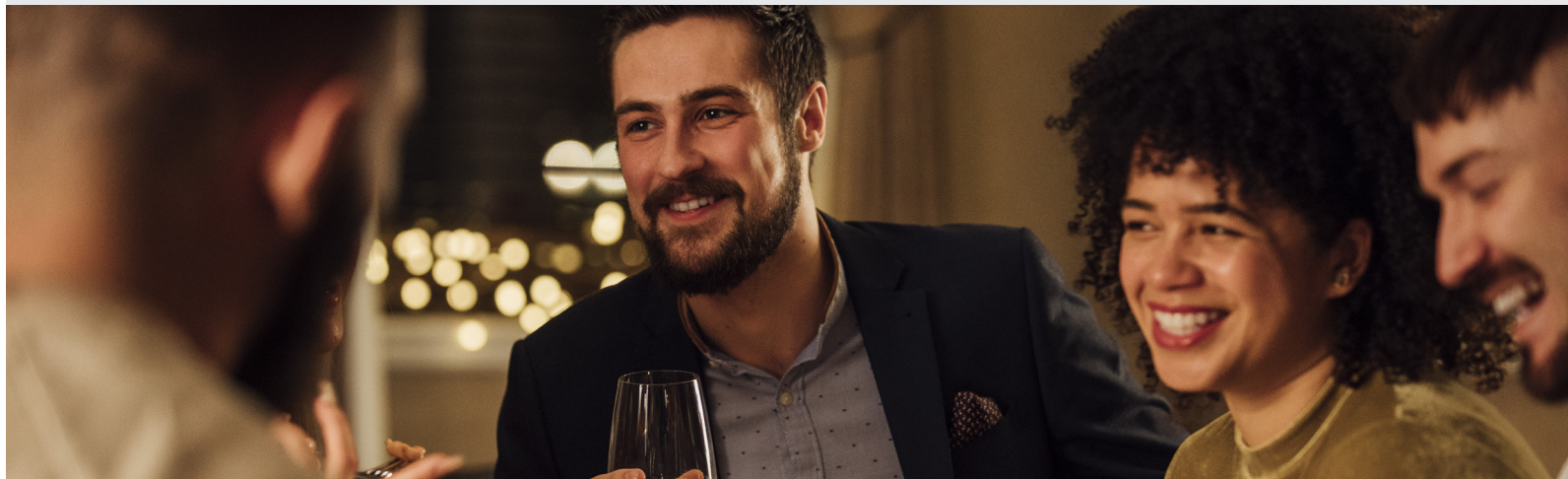
## SPORTS & LEISURE CONTINUED

### GOLF

If you enjoy playing golf, you are in luck as some of the best courses are here in Ireland.

To find a full list of available golf courses visit <https://www.golfshake.com/course/Europe/Ireland/Cork/>

## DINING OUT/PUBS & CLUBS



### TRADITIONAL FOODS OF IRELAND

Traditionally the Irish have started the day with a huge breakfast consisting of bacon, sausages, black pudding, eggs, tomatoes, and brown bread. This is still served and is called a “Full Irish Breakfast”.

The main meal was served at midday, with a lighter “tea” in the early evening. Vestiges of the old eating patterns remain in the huge midday platefuls still served in pubs. Lunch is served from midday to 2.30pm, with dinner between 6.30pm and 10pm.

### FINE DINING

This once gourmet-poor land now sports restaurant that rank among Europe’s very best, with chefs trained in outstanding domestic and continental institutions. There is a choice of Irish, French, Italian, Thai, Chinese and even Russian cuisines, with styles ranging from traditional to regional to nouvelle cuisine. Locations vary as widely as the cuisine, from hotel dining rooms, town house basements and city mansions to castle hotels and tiny village cafes away by the sea.

### BUDGET MEALS

Ireland’s pubs have moved into the food field with a vengeance. In addition to bar snacks (soup, sandwiches and so on), available from noon to late, salads and hot meals are served from midday to 2.30pm. At rock-bottom prices, hot plates all come heaped with mounds of fresh vegetables, potatoes in one or more version, and good portions of joints, sliced to your preference. In recent years the international staples of spaghetti, lasagne and quiche have also appeared on pub menus.



# SUPERMARKETS

## INTERNATIONAL CHAINS

Aldi & Lidl



## NATIONAL OR UK CHAINS

Dunnes (Irish)

Marks & Spencer (UK)

Tesco (UK)





PASSIONATE  
ABOUT PEOPLE

# WELCOME TO IRELAND

*If you require further information that is not listed  
here, do not hesitate to contact us.*

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[www.inua.ie](http://www.inua.ie)